

Consumer Checkout and Course Access Terms

Last updated: 01 January 2026

These Consumer Checkout and Course Access Terms ("**Consumer Terms**") apply where an individual purchases access to Auctore Limited's online training courses in a personal capacity.

They apply in addition to our Website Terms and Conditions and Privacy Policy.

1. About Us

Auctore Limited ("**Auctore**", "**we**", "**us**", or "**our**") provides online cyber risk awareness training.

Registered address:

Level 37, 1 Canada Square
Canary Wharf
London
E14 5AA
United Kingdom

Contact email: support@auctore.com

2. Eligibility

You must:

- Be at least 18 years old, and
- Have legal capacity to enter into a contract

By purchasing a course, you confirm that you meet these requirements.

3. Course Purchases

3.1 Ordering

When you place an order for a course:

- You are making an offer to purchase digital content
- A contract is formed once payment is confirmed and access is granted

All prices:

- Are shown in GBP (unless stated otherwise)
 - Include applicable taxes where required
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3.2 Payment

Payment must be made in full at the time of purchase using the payment methods made available at checkout.

We do not store full payment card details.

4. Access to Courses

Once your purchase is complete:

- You will be granted access to the course via your account
- Access is provided for the period stated at the time of purchase

You are responsible for:

- Maintaining the confidentiality of your login credentials
- Ensuring your device and internet connection meet reasonable technical requirements

Access is personal to you and **must not be shared**.

5. Digital Content and Compatibility

Our courses are provided as **digital content**.

We will supply the digital content with:

- Reasonable care and skill
- Functionality broadly consistent with the description provided

We do not guarantee:

- Compatibility with all devices or software
- Continuous or uninterrupted availability

You are responsible for ensuring your device and internet connection are suitable.

6. Cancellation Rights and Refunds

6.1 Right to Cancel (Cooling-Off Period)

Under UK consumer law, you normally have a **14-day cooling-off period** to cancel digital content purchases.

However, by completing your purchase and accessing the course, you **expressly agree** that:

- The digital content will be made available immediately, and
- You acknowledge that you **lose your right to cancel** once access begins

This consent is obtained at checkout.

6.2 Faulty Digital Content

If the digital content is:

- Not as described, or
- Defective

You may be entitled to a repair, replacement, or refund in accordance with consumer protection law.

Please contact us at support@auctore.com if you experience issues.

7. Course Changes and Availability

We may:

- Update course content to maintain accuracy or relevance
- Modify courses to reflect changes in best practice or threat landscape

Such updates will not materially reduce the value of the course.

If a course becomes unavailable before you have accessed it, we will provide a refund.

8. Acceptable Use

You must not:

- Share course access or materials with others
- Copy, record, reproduce, or redistribute course content
- Use course materials for commercial training or resale
- Attempt to bypass access controls or DRM measures

We may suspend or terminate access if these terms are breached.

9. Intellectual Property

All course content, including videos, text, graphics, and assessments, is owned by or licensed to Auctore.

You are granted a **limited, non-exclusive, non-transferable licence** to access the course for personal use only.

10. Limitation of Liability

Nothing in these Consumer Terms limits or excludes our liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Breach of statutory consumer rights

We are not responsible for:

- Losses caused by factors outside our reasonable control
 - Loss of data on your own devices
 - Indirect or consequential losses that are not reasonably foreseeable
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11. Personal Data

We process personal data in accordance with our Privacy Policy and Cookie Policy.

12. Changes to These Consumer Terms

We may update these Consumer Terms to reflect changes in law, technology, or our services.

The version in force at the time of your purchase will apply to that purchase.

13. Governing Law and Jurisdiction

These Consumer Terms are governed by the laws of **England and Wales**.

If you are a consumer, you may bring legal proceedings in the courts of your place of residence within the UK.

14. Contact Us

If you have questions about these Consumer Terms or your purchase, please contact:

Email: support@auctore.com

Post:

Auctore Limited
Level 37, 1 Canada Square
Canary Wharf
London
E14 5AA
United Kingdom